APPENDIX 23
WISCONSIN STAT PA INSTRUCTIONS TO OBTAIN PRIOR AUTHORIZATION FOR ENVIRONMENTAL LEAD INSPECTIONS

The Wisconsin STAT PA system is an electronic prior authorization system that allows Medicaid certified HealthCheck providers to receive prior authorization electronically rather than by mail. STAT PA allows you to answer a series of questions and receive an immediate response of approval or denial of your prior authorization request.

Providers communicate with the STAT PA system by entering requested information on a touch-tone telephone keypad, a personal computer or verbally through a Help Desk.

The system is available from 8:00 a.m. to 9:00 p.m., Monday through Friday, excluding holidays. Providers must have their eight-digit WMAP provider number to access the system.

How to use STAT PA

1. Complete the Prior Authorization for Environmental Lead Inspection (PA/EI) worksheet. (This serves both as your documentation and worksheet for answering the questions on the STAT PA system.)

2. Select your mode of transmission (touch-tone phone, personal computer, help desk)

   Touch-Tone Phone
   If you want to use a touch-tone phone to submit a prior authorization call:

   1. (800) 947-1197
              or
      (608) 221-2096

   This connects you directly with the STAT PA system.

   2. When the system answers, it will ask a series of questions that you answer by entering the information on the telephone keypad. Your completed worksheet gives you the information you need to answer these questions in the order they'll be asked. NOTE: **When using a touch-tone telephone, providers must always press the pound (#) sign to mark the end of the data just entered.**

   3. Once all data has been entered, STAT PA begins to process the information and, in minutes, "speaks" back either the prior authorization number and the authorized level of service or a denial.

   As providers become familiar with the system, they may enter information in the designated order without waiting for the "speaking" of the question to conclude. The system automatically proceeds to the next field when you do this.

   Personal Computer
   If you want to use a personal computer to submit a prior authorization :

   1. Enter the prior authorization information into the STAT PA software provided FREE by EDS. This software may be obtained electronically through EDS's bulletin board system, EDS-EPIX. Please refer to Appendix 24 of this handbook for instructions on how to access the Bulletin Board. You may also call the Help Desk at (800) 947-1197 or (608) 221-2096 to request software.

   The STAT PA software screens contain all the data fields needed to process the request. Please refer to the STAT PA User Manual for software instructions.

APPENDIX 23
WISCONSIN STAT PA INSTRUCTIONS TO OBTAIN PRIOR AUTHORIZATION
FOR ENVIRONMENTAL LEAD INSPECTIONS
(continued)

2. Once all data has been entered, transmit the electronic request to EDS by using a modem and telephone line as is done for electronic claims. For submissions, call:

> (800) 947-4947
> or
> (608) 221-1233

This connects you directly with the STAT PA system.

STAT PA processes the information and, in minutes, generates an electronic confirmation transaction that displays directly on your personal computer screen. The transaction shows what you requested and what the system allowed, as well as the assigned prior authorization number, and grant and expiration dates.

Help Desk
Providers who do not have a touch-tone telephone or a personal computer should call the Help Desk. The Help Desk operator has the personal computer software to access STAT PA and will enter the required data for you. For the Help Desk, call:

> (800) 947-1197
> or
> (608) 221-2096

Record your prior authorization number for use with claim submission:

- Regardless of the way you request prior authorization, you must retain the assigned prior authorization number for use in claim submission.

- Providers also receive, by mail, a confirmation notice indicating the assigned prior authorization number and the STAT PA decision. This confirmation notice should be kept as a permanent record of the transaction.

HELPFUL HINTS

- The provider is given three attempts at each field to correctly enter the requested data.

- Failure to enter any data within 1-1/2 minutes ends the connection.

- You are limited to 5 transactions per connection for telephone or Help Desk and 25 transactions per connection for computers.

- In the event the STAT PA system is unavailable before the inspection is made, you may request backdating of the prior authorization for up to four calendar days.

- The Help Desk is available to all STAT PA users. If you are experiencing difficulties with the system , please call the Help Desk.